

TRAINING MATRIX: PRIORITY ONE STAKEHOLDERS – 8/10/00

TRAINING TYPE	Supervisors	Managers	Directors	Caseworkers	Accounting Staff	Clerical Staff	Support Staff	Investigators	Attorneys	Paralegals	DCSS Staff	Trainers	FTB Automation
Orientation	X	X	X	X	X	X	X	X	X	X	X	X	X
Interviewing Skills	X			X	CO	CO		X	X	X	SO	X	
Customer Service	X	X	X	X	CO	CO		X	X	X	X	X	
Enforcement	X			X		CO		CO	X	X	SO	X	SO
Intake	X			X		CO					SO	X	SO
Interstate	X			X	CO	CO			X	X	SO	X	SO
Paternity (POP)	X			X		CO			X	X	SO	X	
Establishment	X			X		CO		X	X	X	SO	X	SO
Financial		X	X		CO						SO		
Legal/Courts	X	CO		X	CO	CO		X	X	X	SO	X	SO
Locate	X			X		CO		X			SO	X	SO
Case Management	X	CO		X	CO	CO		CO	X	X	SO	X	SO
Automated Systems	X	X	X	X	X	X	X	X	X	X	X	X	X
Overview (Public Outreach)	X	X	X	X	X	X	X	X	X	X	X	X	X
IV-A/IV-E	X	X	X	X	X	CO		X	X	X	X	X	X
Staff Development	X	X	X								SO	X	
Complaint Resolution	X	X	X	X	CO				X		SO	X	
Reports		X	X		CO						SO	SO/CO	X
Collection and Distribution	X	X	X	X	X	CO			X	X	X	X	X
Medical Support	X			X		CO			X	X	SO	X	SO
Community Resources	X	CO		X		CO			X	CO	SO	X	
Administrative/Managerial	X	X	X								SO		
Training of Trainers	X										SO	X	X
Update Training New Legislation	X	X	X	X	CO	CO		CO	X	X	X	X	X

X = Mandatory Training

CO = County Option (based on structure only)

SO = State Option (based on structure only)